| Electronic Patent Application Fee Transmittal |  |          |          |        |                         |  |  |
|---|--|----------|----------|--------|-------------------------|--|--|
| Application Number:                           | 10826160   |          |          |        |                         |  |  |
| Filing Date:                                  | 15-Apr-2004  |          |          |        |                         |  |  |
| Title of Invention:                           | Processing service requests for product support with indxed and clustered answer objects |          |          |        |                         |  |  |
| First Named Inventor/Applicant Name:          | Hua-Jun Zeng   |          |          |        |                         |  |  |
| Filer:  | Benjamin A. Keim/Jennifer Burda  |          |          |        |                         |  |  |
| Attorney Docket Number:                       | MS1-1892US   |          |          |        |                         |  |  |
| Filed as Large Entity                         |  |          |          |        |                         |  |  |
| Utility Filing Fees                           |  |          |          |        |                         |  |  |
| Description                                   |  | Fee Code | Quantity | Amount | Sub-Total in<br>USD(\$) |  |  |
| Basic Filing:                                 |  |          |          |        |                         |  |  |
| Pages:  |  |          |          |        |                         |  |  |
| Claims:                                       |  |          |          |        |                         |  |  |
| Miscellaneous-Filing:                         |  |          |          |        |                         |  |  |
| Petition:                                     |  |          |          |        |                         |  |  |
| Patent-Appeals-and-Interference:              |  |          |          |        |                         |  |  |
| Post-Allowance-and-Post-Issuance:             |  |          |          |        |                         |  |  |
| Extension-of-Time:                            |  |          |          |        |                         |  |  |
| Extension - 3 months with \$0 paid            |  | 1253     | 1        | 1050   | 1050                    |  |  |

| Description                       | Fee Code | Quantity | Amount | Sub-Total in<br>USD(\$) |
|-----------------------------------|----------|----------|--------|-------------------------|
| Miscellaneous:                    |          |          |        |                         |
| Request for continued examination | 1801     | 1        | 810    | 810                     |
|                                   | Tota     | 1860     |        |                         |